

# **Marion County Sheriff's Department**



## **2010 Progress Report**

# Message from Sheriff Frank Anderson



Greetings:

In my last year as Marion County Sheriff, I am incredibly proud of the accomplishments of the Marion County Sheriff's Department sworn and civilian staff in 2010, and throughout my tenure. Within the five divisions of the Department, we have worked together to accomplish a great deal in the last year.

When I entered this Office as Sheriff in 2002, the jail was in despicable condition. We are so proud that on July 30, 2010, the Marion County jail gained accreditation from the American Correctional Association (ACA), making that jail the only accredited public jail in Indiana. In order to gain accreditation, the MCSD staff worked for months to meet mandatory standards established by ACA. In her review of the ACA audit of the Jail, Georgette Thornton, the lead ACA auditor, said that by gaining ACA accreditation, the Sheriff's department will "save the

Indianapolis Community millions of dollars in liability costs."

As the provider to health care for all who are under our roof, we are pleased to have a new contract for inmate health care. After a competitive selection process, MCSD partnered with Correct Care Solutions (CCS) to manage inmate health care in the jails. CCS is a nationally recognized provider of health care services that specializes in providing medical care in jails. In an effort to reduce the overall cost of inmates' health care, CCS was asked to subcontract with Wishard Hospital Services and provide on-site and off-site care for inmates. With this new relationship, the Department expects to lower the number of inmates and arrestees who are transported to Wishard Hospital and provide more treatment in the medical facilities established for that purpose in the Jail.

Additionally, regarding inmate health care, MCSD contracted with a private company to conduct the treatments in the Marion County Jail. This strategy resulted in considerable savings through the reduction of the costs of providing security for the off-site treatments.

Other great strides have been made with the implementation of an adult GED program in Jail 1; the implementation of a forensic diversion program that increases the probability that arrestees who are mentally ill are diverted to proper mental health services rather than warehoused in jails; additional kiosks and phone services; the addition of GPS devices on transport vehicles; and the destruction of more than 4,000 weapons after being removed from the streets.

I have touched only mentioned some of the major accomplishments for the MCSD in 2010, many more, large and small were achieved throughout the year to make the Marion County Sheriff's Department a shining example of Sheriffs' offices and jails, not only in the State, but throughout the country.

I welcome my friend, Sheriff John R. Layton, to the Office of the Sheriff, and am excited for the wonderful things that I know he will accomplish during his term.

Sincerely,

A handwritten signature in black ink that reads "Frank Anderson".

Frank Anderson

Marion County Sheriff

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# Message from Sheriff John Layton

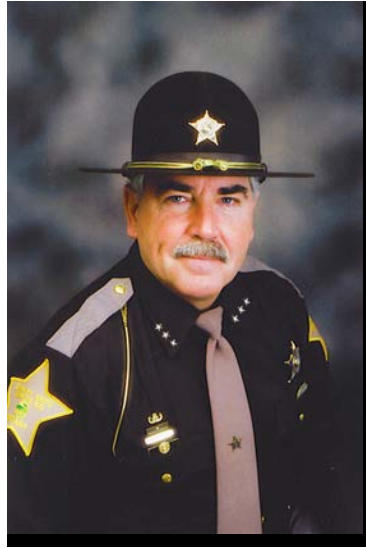
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## MISSION STATEMENT

The mission statement of the Marion County Sheriff's Department is to provide public safety services to citizens of Marion County in an efficient, and professional manner.

Cover photo by: Director Louis Dezelan  
Design by: Mark Spencer



Greetings,

I am humbled and honored to be the Marion County Sheriff, and am very proud of the accomplishments of my predecessor, Sheriff Frank Anderson, over the past eight years, and look forward to building upon the firm foundation he left at the Marion County Sheriff's Department.

The deputies and civilians of the MCSD work hard every day to make Marion County a safer place, and through the hard work of the men and women of this Office, I am aiming high in 2011.

The Marion County Sheriff's Department will continue to be one of the highest accredited Sheriff's Departments in the County by maintaining our new American Correctional Association (ACA) accreditation, in addition to accreditations by the National Commission on Correctional Health Care and the Commission on Accreditation for Law Enforcement Agencies. This "triple crown" of accreditations is held by less than 1% of Sheriffs in the United States, and it is something I'm very proud of.

Other goals for 2011 including pursuing multiple avenues to increase the efficiency of the MCSD and saving tax payers dollars, including purchasing used vehicles rather than new to supplement the fleet, moving Deputies to 12-hour shifts and restructuring administrative staff.

I am looking forward to the year ahead, and continuing our great tradition of excellence through accountability, efficiency and professionalism.

Sincerely,

A handwritten signature in black ink, appearing to read "John Layton". The signature is fluid and cursive, with a large, sweeping "J" and "L".

John Layton  
Marion County Sheriff



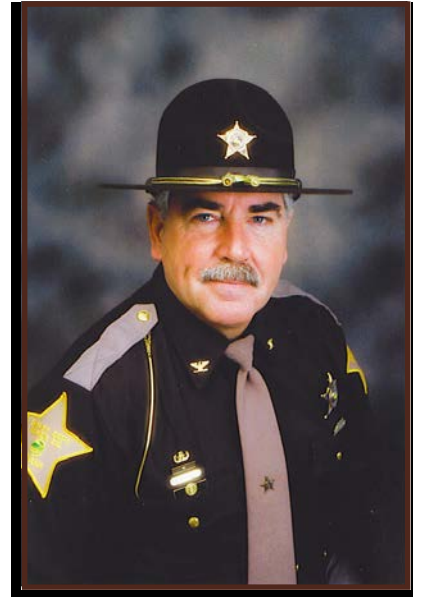
# Executive Division



Chief Deputy  
Gary Tingle



Sheriff Frank J. Anderson



Executive Officer  
Colonel John R. Layton



Deputy Chief  
Eva Talley-Sanders  
*Division Commander*





# Executive Division



In 2006, Sheriff Anderson created the Stop & Think program in an effort to help juveniles before they get into serious trouble. From the moment participants step off the bus and into the Marion County Jail, they are exposed to how the criminal justice process works.

During the half day spent at the Marion County Jail, participants learn about fingerprinting and DNA testing, as well as how police solve crimes. They take a tour of the Jail—without exposure to inmates—to gain a clearer picture of the incarcerated way of life. They are handcuffed, wear the Jail uniform, and listen to presentations by MCSD members about life in the Jail.

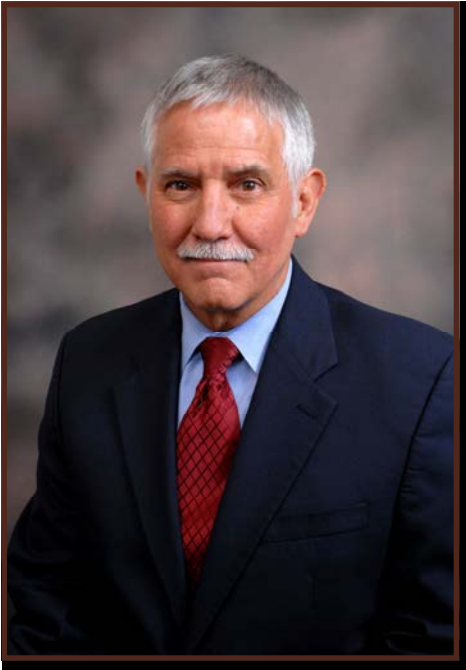
The participants are served lunch and are joined

by Sheriff Anderson, who talks to them about his background, and the importance of “stopping and thinking” before making choices that could affect the rest of their lives. Before students return to school, Sheriff Anderson gives the young people his personal contact information, and asks them to call him before they do something they might regret.

While Sheriff Anderson receives calls from participants from time to time, he always answers the call for help. It is the “Stop & Think” philosophy that has touched hundreds of young people in Marion County, and kept many in school and on the path to lives as productive citizens.



# Administration Division



**Executive Director  
Louis Dezelan  
Division Commander**

## *Finance*

In April 2010, the City of Indianapolis and Marion County began the process of selecting a new Enterprise Resource Planning system, to consolidate financial and human resource data processing. The selection committee requested feedback from all city and county agencies, with the Finance section representing the MCSD. This new system would allow city and county agencies to process payroll and invoices more promptly and accurately, while reducing costs related to supply consumption.

The Section also played a leading role in the development of the 2011 MCSD budget. The MCSD's 2011 budget totaled \$103 million. This represents a two percent increase from 2010. This increase was due to increases in contractual obligations for deputy salaries and inmate healthcare.

## *Human Resources*

The Human Resources Office is responsible for recruiting and hiring of employees, maintaining all employee records, and assisting with the overall well being and proper functioning of the MCSD.

In 2010, the Human Resources Office received over 2,500 applications for employment; screening approximately 500 candidates. The section completed hiring orientation for 105 new employees (25 Dispatchers, 12 Civilians, and 68 Deputies). The H.R. team is responsible for scheduling and monitoring the pre-employment process for all employees. Most processes consist of a written aptitude exam, physical agility assessment, oral interview and background investigation. The H.R. team carefully reviews every document provided by applicants and background investigators to ensure the agency is hiring the best candidate for the position. Human Resources coordinates with a third party medical staff to schedule and process evaluations to make sure a candidate is capable of performing the essential job duties. In 2010, the Human Resource Office was tasked with conducting and processing 37 exit interviews for employees who left employment with the Sheriff's Department.

The Human Resources Office also processes claims for injuries sustained while on duty. There were approximately 100 claims that were documented and processed through worker's compensation. Each claim must be reviewed for payment by a H.R. staff member and submitted with a report explaining how the injury occurred. With assistance from a third party company, claims are then monitored by H.R. to ensure employees are receiving proper care.

The Human Resources Office maintains and updates all employee medical files and assists staff members with their Family Medical Leave rights. In 2010, nearly 35 claims were processed.

The Human Resources Office is responsible for completing criminal histories on all employees, contract employees, and volunteers. Criminal histories can be time consuming and may take days to complete. Throughout 2010, the H.R. staff members completed over 1500 criminal histories for individuals who may or may not enter the Marion County Jail.

## *Contract with CCS*

The Administration Division played a vital role in restructuring the way healthcare is provided for inmates in the Marion County Jail. Through 2009 the Marion County Sheriff's Department had been contracting with Wishard Hospital for inmate health care. In turn, Wishard Hospital would subcontract a private corrections healthcare provider. That situation was changed in 2010 through a competitive bidding process where healthcare providers with national reputations competed to provide health care to inmates in the Marion County Jail. Correct Care Solutions (CCS), based in Nashville Tennessee, was the successful bidder. CCS had a national reputation for providing quality healthcare in correctional facilities. With the new arrangement, CCS in turn contracted with Wishard Hospital to provide off-site care for inmates who required more extensive medical treatment.

Once the contract with CCS was in place, MCSD worked with CCS to

# Administration Division

obtain a federal grant which allowed the department to increase the number of hours that mental health evaluations are done for inmates needing that care 24 hours a day seven days a week. While the grant funding was for an 18 month period, it is hoped that the 24 hour service would extend beyond the length of the grant. The purpose of the 24-hour mental health evaluation is to ensure that inmates needing mental health services are directed toward proper agencies or proper sections of the healthcare facilities in the jail.

## *GED Program*

In order to provide educational opportunities for inmates, the Administration Division worked with the Jail Division to develop an adult GED program for inmates in Marion County Jail 1 and in Jail 2. With the help of a federal grant, MCSD developed a relationship with Ivy Tech Community College which agreed to establish a GED program for adult inmates

In the first full year, teachers at the Jail instructed 296 students in adult basic and GED education. Even though lengths of stay are relatively short, scores of inmates made gains in literacy skills and GED preparation. Forty-one students from the Jail, CCA Jail 2 and Liberty Hall were tested at the Jail and 26 were awarded GED diplomas.

## *New Phone Service Contract*

The Administration Division led the effort in a request for proposals and a bid process to bring a new vendor into the department to provide phone services for inmates. The successful bidder, GTL, brought extensive experience on a national scale in dealing with inmate phone

services. It is hoped that the new contract will increase the revenue to the MCSD and provide better phone services to the inmates.

In conjunction with the development of the new inmate phone services contract, the department worked with vendors related to the inmate phone services and commissary services to install additional commissary/phone kiosks in the lobby of Jail 1. The kiosks provide a more accessible process for friends and family of inmates to leave money on phone accounts and commissary accounts. While these kiosks will help to raise revenue in the commissary and phone systems, it is hoped that friends and family wanting to talk to, or provide commissary funds for inmates would be able to do so, in a more convenient manner.

## *Consolidating IT Services*

The Administration Division worked with the City of Indianapolis to consolidate IT services with the Information Services Agency (ISA), the technical group that provides IT services for the city of Indianapolis and Marion County. The Sheriff Department's IT Unit was merged with ISA and related private companies that provide IT services. It was estimated that the consolidation would save more than \$900,000 in the next few years.

## *Training Academy*

In 2010, the MCSD Training Academy was responsible for providing instruction to 86 newly-hired deputies, as well as, in-service training for nearly 750 existing deputies.

The new recruit training was completed in three separate recruit classes: February – June, July – October, and November – March

2011. Academy staff was also responsible for training a previous class that started November 2009 and finished February 2010.

Regardless of which division the deputies are assigned, each deputy attended a minimum of 24 hours of in-service training on both state and ACA mandated topics. Jail deputies received 40 hours of in-service training, some of which was developed and presented online.

This year the Training Academy also initiated elective training topics for supervisors wishing to send specific deputies or deputies wishing to attain a broader training scope. These classes covered Defensive Tactics, Report Writing, Vehicle Stops, and Weapon Retention. The Training Academy expanded the electives for 2011 and also evaluated attendance to ascertain which topics are worthy of further coverage. The training Academy is hoping that the concept of elective training topics will gain momentum in 2011.

ACA accreditation required 24 hours of jail supervisor training beginning in 2010. Trainers assigned to the jail provided this training for jail supervisors. Newly promoted supervisors throughout MCSD received 48 hours of supervision specific training, separate from all other in-service training.

The MCSD Training Academy utilized nine training staff members to present a majority of all training; however, deputies from other divisions, as well as training officers from the Indianapolis Metropolitan Police Department, assisted in several areas of training to accomplish this work.

# Civil Division



**Deputy Chief  
William Gigerich  
Division Commander**

The Marion County Sheriff's Department's Civil Division has made a number of significant advances and achievements in the last year. The men and women of this division who serve this community continue to be among the most professional and dedicated law enforcement officers of this Department. The accomplishments stated here are a direct result of their hard work and efforts.

## ***Special Details***

During the first part of the year, the staff was sent to four (4) other major cities to gather information regarding the operation of their City-County/Court buildings. Four staff members involving Deputy Chief Shirley Challis, Major William Gigerich, Captain Norman Buckner and Captain Deborah Sullivan spent two days in cities consisting of Chicago, Illinois, Cincinnati Ohio, Louisville, Kentucky and Columbus, Ohio. Each officer submitted a report

of their findings to be evaluated and possibly implemented into the security and operations of our functions here in Marion County.

In May 2010, the Clerk's Office started the 'E' (electronically) filing of Mortgage Foreclosures to the Sheriff's Department that had been sent to the Clerk. This increased the manpower needed to receive these and produce several copies for processing and sale.

During the summer of 2010, there were several meetings outside of the City-County Building, including the arrest and injury of a juvenile, Brandon Johnson. During these times of meetings, all officers worked to assure that a peaceful demonstration by persons or groups were conducted in a proper manner.

During the mid year of 2010, the Civil Courts began issuing again Civil Bench Warrants in cases of child support when a defendant failed or refused to appear in court. In January there were no warrants on file and by the end of December 2010, there were over 100 warrants issued by these courts.

In November, the IMPD merit board set a time for two days of hearings on officers involved in the arrest of juvenile Brandon Johnson. These hearings were highly profiled by the community and news networks. During these two days, officers were assigned to several posts to assure that the hearings were not to be interrupted and could be productive in their investigation.

## ***Tax Section***

In 2010 the Indiana Department of Revenue (IDR) issued estimated and actual billings for both businesses and individuals which numbered at approximately 71,000. In January we

started the year with approximately 47,000 warrants. This was almost quadruple what we started with the previous year. This allowed for our collections to remain steady until April. In April we received a reconciliation file from IDR for billings that we should have never received. This resulted in sending back almost 27,000 warrants to IDR in a three (3) month time period. Also Workforce Development recalled all warrants from the Sheriff's Department in October of 2009 and they were not reissued until April 2010 due to a new system they were developing. Although the tax section encountered these major setbacks, we still managed to process all remaining warrants in a timely manner and brought approximately \$11,300,000.00. Due to the hard work and diligence of our tax deputies, they brought in over 16,000 payments for an estimated total of \$920,000.00 per month. This was an exceptional year for the tax section. The totals for the year exceeded the monies brought in last year.

## ***Process Section***

During the year 2010, the Civil Process section served 73,938 papers and 9,015 Sheriff Sales. Civil Process also received 2,754 Protection Orders, of which 439 were Out of County and 68 Out of State. Civil Process served 2,258 Protective Orders in 2010.

## ***Warrant Section***

In 2010 the Warrant Teams made 185 arrests which were down 23 from 2009. The total number of warrants for 2010 was 1,710 compared to 697 in 2009. Out of the total number of protective orders 178 were served by the Warrant Teams which were down 73 from 2009. We were able to use Warrant Teams less this year over the last because of staffing levels and consistent



# Civil Division

performance from all Process Deputies. Of those 178 protective orders 137 were protective orders with vacates, down 54 from 2009. There were 41 writ of assistance, down 18 from 2009. We had three (3) child pickups which were up 2 from 2009. We received 719 evictions and satisfied 561 of them.

We worked 266 replevins in attempt to recover vehicles, compared to 281 in 2009. We received and worked 312 judgments in attempt to recover monies, of those 312, 29 were satisfied. This was 18 less than in 2009. We also posted 118 for eviction, 29 rechecks and 60 P.O.s with writ of assistances up 49 from 2009.

The Warrant Teams worked 894 out of county and 76 environmental warrants with 35 surrenders. Environment Court (Court 12) changed judges this year so that effected the number of warrants issued.

## ***Mortgage Foreclosures***

Mortgage foreclosures decreased again in 2010, as they did in 2009. 9,275 orders to foreclose were received in 2010, a decrease of 5% from 2009's total sales of 9,760. Sales conducted by private auctioneer decreased from 3,557 in 2009 to 3,499 in 2010. Removals continued to be high, with 49% of all properties submitted being removed. State and Federal government has placed more responsibility on lenders to attempt loan modifications with homeowners, causing an increase in removals and a decrease in orders submitted for sale.

Total amount of User Fees collected in 2010 was \$1,837,000.00. The amount of \$698,600.00 came from private sales, while \$1,138,400.00 came from

the monthly sale. Total money processed in 2010 for mortgage foreclosures was \$21,199,113.47.

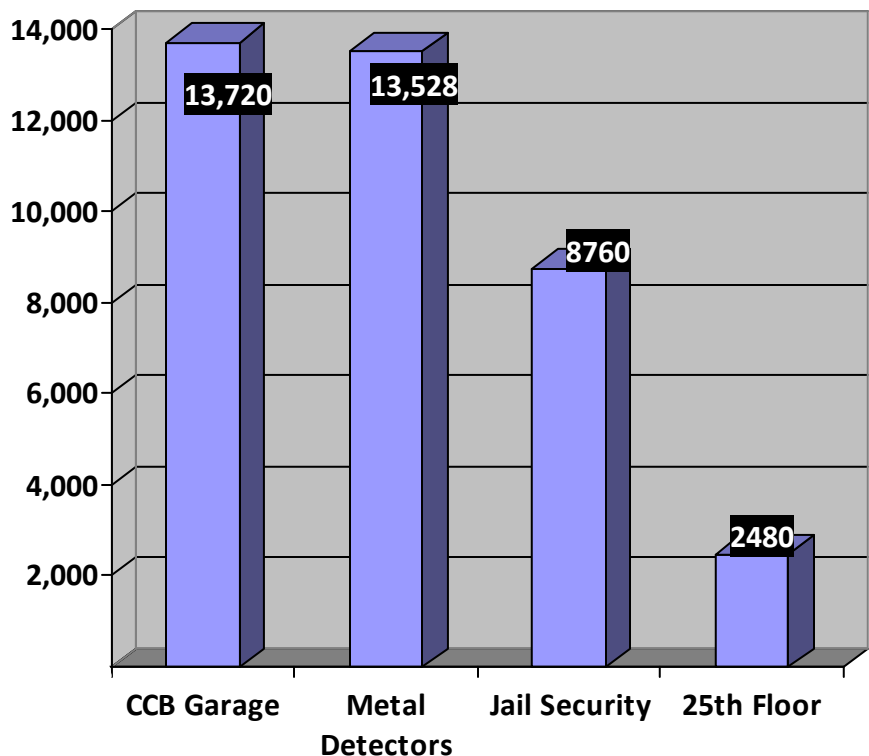
2010 has shown an increase on commercial property being presented for sale. When the lender and/or attorney believe the property will sell to third party, they will use a commercial real estate auctioneer. Unlike the sales conducted by the Sheriff which requires full amount of bid on deposit prior to bidding, the commercial auctioneer will allow the buyer to pay a deposit, with the full amount due within 30 days.

In an effort to expedite the deed recording for third party purchasers and commercial real estate, our staff is walking those deeds through the process. This extra step helps the buyers obtain financing and insurance on the properties. Our staff has personally recorded almost 400 deeds in 2010.

## ***Public Services Section CCB Building***

The Marion County Sheriff's Department Public Service Section in 2010 made 736 arrests with an additional 24 arrests in Court 12 (Environmental Court). We responded to 1,049 alarms which included emergencies, incidents, panic, fire, medical and court alarms. We conducted 78 background checks for employment clearance.

We have estimated that over 1,000,000 people come into the City County Building yearly in addition to the almost 3,000 that work here. While Public Service Section's manpower strength has remained very low, with assistance from other sections within the Civil Division, all tasks were completed with the professionalism the Public requires as well as deserves.



# Sheriff Frank Anderson



Frank J. Anderson joined the Marion County Sheriff's Department in 1961, and began a lifetime in law enforcement. Thereafter, he served two terms as U.S. Marshal for the Southern District of Indiana (1977-1981 and 1994-2001). First elected Sheriff in 2002, Sheriff Anderson inherited federal litigation of 30 years standing over the unconstitutional conditions of the Marion County Jail. Under Sheriff Anderson's bold leadership, the Jail was brought within constitutional standards and the litigation was dismissed.

Once the Marion County jails were freed from the 35-year federal lawsuit and rose above constitutional levels, Sheriff Anderson continued to take the jails to an even higher standard; accreditation from the American Correctional Association (ACA).

## *NCCHC Accreditation*

Sheriff Anderson also worked to improve the health care provided in the Marion County jails. This effort culminated in accreditation of the Jails through the National Commission on Correctional Health Care (NCCHC). The NCCHC, which was formed under the

auspice of the American Medical Association, set rigid standards for medical care in correctional facilities. Accreditation under NCCHC is a three-year audit conducted by nurses and physicians with expertise in corrections health care. Sheriff Anderson pursued a professional contract with Correct Care Solutions (CCS), nationally respected professionals in inmate health care. CCS provides health care for Marion County Jail inmates 24/7. CCS also provides comprehensive medical and mental health screenings for the more than 50,000 arrestees who pass through the Arrestee Processing Center each year.

## *CALEA*

In August 2006, Sheriff Anderson instructed his staff to enter into an agreement with the Commission on Accreditation of Law Enforcement Agencies (CALEA) to gain accreditation for the MCSD Communications Center. The CALEA Public Safety Communications Accreditation Program provides a communications center, or the communications unit of the a public safety agency, with a process to systemically review and internally assess their operations and procedures. Since 1999, the CALEA Accreditation Program has become the primary method for a communications agency to voluntarily demonstrate their commitment to excellence.

## *Triple Crown of Accreditation*

By gaining for the accreditation from the American Correctional Association (ACA), the National Commission on Correctional Health Care (NCCHC), and the Commission on Accreditation of Law Enforcement Agencies (CALEA), the Marion County Sheriff's Department achieved what is considered the "Triple Crown" of accreditation. Of the 3,500 jails in the United States,

only one percent of those jails have achieved the Triple Crown.

## *Criminal Justice Planning Council*

As part of the effort to end the 35-year federal lawsuit against MCSD, Sheriff Anderson played a vital role in the development and conduct of the Criminal Justice Planning Council. Multiple governmental agencies in Marion County worked together to create the Planning council, which includes Sheriff Anderson, the mayor of Indianapolis; the Indianapolis Public Safety Director, the Marion County Prosecutor; and the Presiding Judge of the Criminal Courts. The council continues to meet quarterly to review the status of the Criminal Justice System in Marion County, and to ensure that the Marion County Jails remain constitutional.

## *Professionalizing the Commissary*

When Sheriff Anderson took office, the administration of the inmate commissary was done by in-house staff, requiring several full time employees and the housing and distribution of tons of merchandise for the inmates to purchase while incarcerated. MCSD accepted cash payments into the fund from friends and family who visited the security desk in the lobby of the jail; requiring MCSD staff to account for and deposit thousands of dollars of cash payments each week. Sheriff Anderson took the initiative to contract with Canteen, a company that manages jail and prison commissaries throughout the United States. Now, none of the merchandise sold in the commissary is warehoused in the jail and the commissary items are distributed into the jail through delivery from remote warehouses managed by Canteen.

Sheriff Anderson also contracted with Securus, the inmate



# Years in Office (2003–2010)

telephone service company for MCSD, to install kiosks in the lobby of the jail so that friends and family could make commissary deposits 24/7 without the need of MCSD staff ever handling cash on the premises.

## *Video Visitation*

In 2003, inmates were permitted to have face-to-face visitation with friends and family in the Marion County Jails. This approach created logistical and security concerns that allowed contraband to enter the jails and a higher presence by deputies to stop physical confrontations. Sheriff Anderson instituted video conferencing that made it possible for friends and family to visit inmates—via video—in a lower security and safer environment. Sheriff Anderson also increased the hours of visitation so that friends and family were not required to visit during their work hours. The video conferencing also eliminated the exchange of contraband since the inmates and their visitors were never in the same room at the same time.

## *Programs for Children*

Sheriff Anderson has long been committed to programs that reach out to children and guide them away from criminal activity. With that in mind, he created the highly successful



McGruff the Crime Dog program, and the Stop & Think program, which give young people a first-hand look at life behind bars.

In another effort to guide young citizens in the right direction, Sheriff Anderson established a cadet program, the Sheriff's Training Corps, in 2009. This career development initiative gives young people from the ages of 14-20 an insight into different areas of law enforcement. While the program strives to create a proficient officer for the future, it also encourages responsible and productive citizenship using positive

reinforcement and established guidelines. Currently, 18 young people provide support to the MCSD as Sheriff's Training Corps. registered and monitored, Sheriff Anderson established the MCSD Sex Offender Registry Section. Per mandate from Sheriff Anderson, all 700 MCSD deputies are assigned one or more registered sex offenders and are required to check twice per year to ensure that they offender is properly registered and maintaining a residence consistent with that registration.

*Reaching across the political aisle*  
Sheriff Anderson has prided himself on his ability and willingness to work with city leaders from both political parties. He has been successful in his dealings with members of the City-County Council, no matter which political party held the majority. Sheriff Anderson worked in a cooperative way with mayors Peterson and Ballard, and was instrumental in the consolidation and then deconsolidation of IMPD and MCSD law enforcement unit. Recently, Sheriff Anderson lead MCSD in a cooperative effort with the Public Safety Director and IMPD leadership to conduct a high intensity surge of police activity designed to get more criminals off the street.

*Sex Offender Registry*  
Recognizing that state law required local sheriffs to ensure that sex offenders are properly



# Communications Division



**Deputy Chief  
Joseph McAtee**  
*Division Commander*

In the last eight years, the Communications Division has dedicated itself to the Department's four cornerstones of accountability, efficiency, professionalism, and excellence. The Division is among the finest in the nation.

The Division is on the frontlines of public safety in Marion County, serving as the initial Public Safety Answering Point for all emergency and non-emergency calls. When a citizen dials 911, MCSD dispatchers coordinate and assign the calls within seconds to patrol and investigations units for the Indianapolis Metropolitan Police Department, Marion County Sheriff's Department, and 25 other departments with police powers. Communications Division dispatchers also are the first point of citizen contact for Indianapolis fire departments.

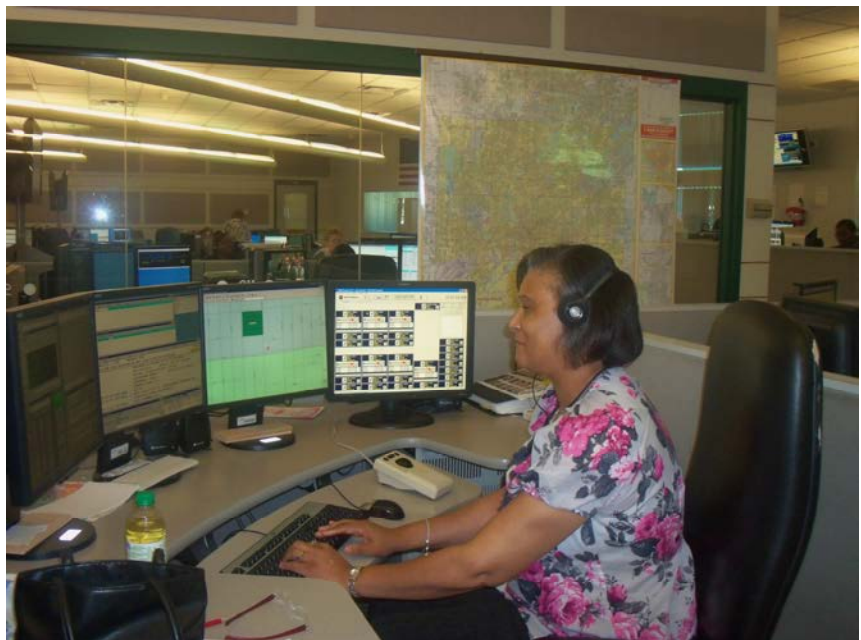
The Division's 911 Center conducted 2.3 million transactions with the public in 2010.

Communications Division personnel are continually evaluating their service delivery in an effort to constantly improve response times. A well-trained team of approximately 169 telecommunicators work 24 hours a day, seven days a week, including holidays, to serve the public. In the past few years, the Division added a total of 10 part-time professionals to answer the County's non-emergency line. This allowed dispatchers time to focus solely on 911 calls, especially during the peak times of calls for service.

The Division also offers non-English speaking residents and visitors use of the Kucenko Language Line. Named for Mr. Mikolay Kucenko, the Language Line allows the

dispatcher to immediately connect with an interpreter. The Language Line interpreters can translate 150 languages. The caller, dispatcher, and interpreter remain on the line together until the call is completed. Law Enforcement officers can also connect with the Kucenko Language Line when out in the field, eliminating potential miscommunication due to language barriers, and helping to better address the public safety needs of all members of the public.

While dispatchers use the Kucenko Language Line on a daily basis, Spanish is the most frequent language requiring translation, with an average of 4 transactions a month. At least one or two times a month, the following languages are translated: Arabic, mandarin, Russian, French, Cambodian, and Burmese.





# Communications Division



The Communications Division also has a strong presence at Marion County community events and neighborhood meetings. The Community Liaison Section, which provides education and outreach in neighborhoods across Marion County, participated in approximately 592 meetings and events in 2010, reaching 65,237 Marion County residents.

The Division has an Audio Records Department where all radio and telephone recordings going into the 911 center are stored. The Audio Records Specialists research radio and telephone recordings for Law Enforcement, Prosecutors, Attorneys, and the public for court cases, etc. They research and transfer the recordings onto CDs for approximately 3500 requests a year.

We continue to evaluate our employees and procedures in the Communications Division. For

the past three years, we have set new records in the time delay to answer all 911 and non-emergency calls. In 2010, it took an average of 2.3 seconds to answer 918,000 calls and dispatched 753,000 emergency runs. The people of Marion

County certainly are well served by the Marion County Sheriff's 911 Center.

Two years ago, the Communications Division earned accreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA), the nation's top association, which evaluates excellence in Law Enforcement agencies and we continue to meet their standards.

Participation in CALEA's accreditation process is voluntary and often takes several years to complete. MCSD originally applied in August of 2006, and was required to perform a self-assessment of CALEA's 218 standards for Communications agencies, as well as demonstrate it was adhering to those standards. Representatives from CALEA also performed a site visit at the 911 Center in December 2008, meeting with telecommunications and observing Center personnel during the course of their 24-hour duties.

Following the site visit, CALEA provided the Department with a report of its findings, and invited Communications Center personnel to go before CALEA's 21-member commission to answer questions. MCSD learned it earned accreditation at CALEA's March 2009 commission meeting.

## CALEA

The Commission on Accreditation for Law Enforcement Agencies (CALEA) was created in 1979 as a credentialing authority through the joint efforts of Law Enforcement's major executive associations, including: The International Association of Chiefs of Police; The National Organization of Black Law Enforcement Executives; The National Sheriffs' Association; and the Police Executive Research Forum. The organization's governing commission is comprised of Law Enforcement professionals, as well as representatives from the public and private sectors. The purpose of CALEA's accreditation programs is to improve the delivery of public safety services by maintaining a body of standards developed by public safety practitioners that cover a wide range of current public safety initiatives; establishing and administering an accreditation process; and recognizing professional excellence.

# Jail Division



**Deputy Chief  
Michael Turner**  
*Division Commander*

Under the direction of Sheriff Frank J. Anderson, Marion County Sheriff's Office set out to accomplish a task that no other county-run facility in the State of Indiana had done in nearly a decade. Sheriff Anderson had a vision to make Marion County Jail the only currently ACA (American Correctional Association) accredited county facility. Sheriff Anderson had hoped to rise from the ashes of the past and set an example for every jail in the nation.

Marion County Jail fell under a federal consent decree after it was testified in federal court that the conditions within the jail system were comparable only to those of the jails in Tijuana, Mexico. After 35 years under the decree, Marion County Jail was set free of the judgment by Judge Sarah Evans Barker in 2007. This was only the first of many benefits the accreditation process had shown.

Conditions continued to improve, staff training increased, and policies and

procedures were refined. In June, 2010, Marion County Sheriff's Office welcomed ACA auditors to the facility for their initial inspection. Standards set forth by ACA were evaluated for compliance. ACA auditors spent 3 days in the jail and intake facilities. At the end of their visit, they submitted a report to ACA. In August, 2010, during the 140th Congress of Correction in Chicago, Illinois, a panel hearing was held as to the findings in the report. At the closing of the panel hearing, Marion County Sheriff's Office was awarded a three-year accreditation by ACA. Sheriff Anderson's vision had become reality.

Through accreditation, Marion County Sheriff's Office is able to maintain a balance between *protecting the public and providing an environment that safeguards the life, health, and safety of staff and offenders.*

Basic services called for by the standards include the establishment of a functional physical plant, training of staff, adoption of sanitation and safety minimums, and provision of a safe and secure living environment. In offering specific guidelines for facility and program operations, the manuals of standards address due process and discipline, including access to the courts, mail and visitation, searches, and conditions of confinement of special management offenders.

Mandatory standards address conditions or situations that affect the life, health, and safety of offenders, staff, and/or the public.

100% of the applicable mandatory standards must be met for Marion County Jail to continue to be accredited by ACA.

Some of the benefits include:

- aiding in the defense of potential lawsuits;
- providing a systematic evaluation of all areas of jail administration and operation;
- improving management through the creation or refinement of written policies and procedures for all areas of jail operation;
- providing management and line staff the opportunity to work together to assess needs and develop solutions;
- giving recognition for achievement, improving staff morale, and demonstrating accountability to the public;
- improved staff training and development;
- assessment of program strengths and weaknesses;
- establishment of measureable criteria for upgrading operations; and
- reduced liability insurance costs.

In 2010, the physical plant of the facility was addressed with the revision of the physical plant policy. Included in the policy are procedures and requirements set out to comply with ACA standards. The policy details square footage minimums; occupancy maximums; sleeping surfaces; dayroom size requirements; environmental conditions as to light levels, noise levels, indoor air quantity exchanges, heating, and cooling; plumbing; ease of access for the disabled; space for sanitation tools and chemicals; staff/inmate



# Jail Division

interaction; rated capacity; and staff space needs.

Staff training was addressed by creating a training plan starting with orientation and continuing throughout employment. Continued education and professional development are encouraged for all staff. Annual in-service, FTO, and supervisory programs were also reorganized. Training requirements and minimums were set in motion.

Accident prevention and reporting were outlined in policy and procedure as well as staff responsibilities in relation to safety. Chemical and tool control, in addition to hazardous material handling, continue to be trained on a regular basis in order to stay compliant with ACA mandatory standards. Staff and inmates alike are trained in the proper usage, hazards, and precautions for chemicals and tools they may be using.

Sanitation schedules were created in order to maintain the upkeep of the facility. Inmate sanitation requirements are detailed to each inmate through their orientation video and inmate handbook.

Also relayed to inmates through orientation and handbook are their rights as inmates (general population, special management, and otherwise), discipline procedures, grievance procedures, mail and visitation procedures, and inmates' access to courts. Policies and procedures support each of these aspects for the staff of Marion County Sheriff's Office.

Search procedures, policies, and schedules were created in order to maintain a safe facility for both inmates and staff alike.

Medical and food services must also adhere to guidelines set forth by ACA. Marion County Sheriff's Office, in association with CCS (Correct Care Solutions) and Aramark, create service plans which comply with those standards.

ACA auditors will return in 2013 to perform yet another inspection and to renew our accreditation status. Until then, each staff member is challenged with staying in compliance with policies and procedures. Marion County Sheriff's Office must submit yearly reports to ACA until the next inspection as to the significant events which have occurred and any issues of compliance which could arise in a given year. Data is collected monthly for statistics that are also submitted yearly. Maintaining continuous accreditation and integrating the standards into the day-to-day operations of the jail is an ongoing task. The accreditation process is time-consuming and requires both effort and commitment from all staff.

Health Care for Inmates: By the state statute, the Sheriff is responsible for all health care needs of the inmates. In 2009 Correct Care Solutions was brought aboard as the provider for MCJ health care. MCJ has a fully function clinic that is open Monday thru Friday from 6:30am to 11:30pm. The daily average amount of inmates seen daily is 75, by the Physician and Practitioner; in addition to their daily

rounds in the Specialty Care Unit (SCU). The Physician also visits all medical blocks three (3) times a week. CCS/MCJ has formed a great working partnership on providing excellent medical/dental services to inmates and has reduced medical cost as well.

An array of programs are offered to inmates so that they may constructively spend their time and gain skills to increase their chances of future success and reduce the chances of committing crimes in the future. During this year, the jail initiated Domestic Violence Prevention classes for women. Volunteers of America's Healing Families Program awarded 285 certificates to women in reentry preparation, positive parenting, healthy relationships and anger management. Similar programs are provided to men by staff, volunteers and community partners. In addition, program offerings for men and women include 12 step (AA and NA) and other programs for addiction recovery, HIV prevention, cancer awareness, marriage and relationships, thinking skills and goal setting, and adult education.

The department's community partners include the Urban League, Prevent Child Abuse Indiana, Ivy Tech, Indiana Family Institute and the Black Nurses Association. Many volunteers assist the Department in delivering jail programs and providing community supports to assist in reentry.

# Law Enforcement Division



**Deputy Chief  
Christian White**  
*Division Commander*

The Criminal Division is responsible for implementing the Department's comprehensive and strategic crime-fighting initiatives. The Division is comprised of three sections: Court Security, Warrants, and Support Services.

The Court Operations and Security Unit and its team of 82 law

enforcement professionals are primarily responsible for the safety and security of the courts of Marion County. The Section handles the transport of inmates to and from all criminal courts and provides safety and security for the courts and their personnel during their day-to-day operation. Additionally, the Section transports subpoenaed inmates to civil hearings, serves warrants, makes outright arrests and remands defendants into custody as ordered by the presiding Judge.

In 2010, Section Deputies transported and handled more than 55,785 inmates and more than 30 courts that operate in the City-County Building. Section Deputies also handle security duties for off-site court facilities, including the Juvenile Center at 25<sup>th</sup> and Keystone, Criminal Court 13 at 10<sup>th</sup> and Post Road, Criminal Court 12 on Virginia Avenue, and three probation centers operated by the Marion County Probation

Department.

Section Deputies worked closely with the Marion County court system when Criminal Court 24 opened on the fifth floor of the City-County Building in 2009. Deputies in the Section were called upon to serve the special needs of the Department in several high profile media cases that involved managing complex logistics and coordinating security for court personnel.

Section Deputies were particularly proud of the quick action in medical emergencies which resulted in helping save two women: one, who collapsed in Criminal Court 18 and was administered CPR; another, a news reporter, who suffered a severe reaction to a prescription medication while covering a trial and received medical assistance from Section Deputies and responding members from the Indianapolis Fire Department. Section personnel also conducted heightened awareness training instruction that covered areas such as terrorist attacks and other threats relevant to the Marion County Court system and the City-County Building.

The Warrants Section manages and executes all Marion County criminal warrants in a concerted effort to make Indianapolis and Marion County a safer place. The key responsibility of the Section involves tracking down fugitives who have failed to appear in court. It is also the Section's mission to apprehend suspects who have





# Law Enforcement Division

warrants issued for their arrest in violent crimes – especially gun crimes – property crimes and drug charges.

In 2010, the Warrants Section targeted violent crime and cleared 5,691 warrants. Almost 1,290 suspects were arrested in the office, and nearly 2,546 suspects were arrested on the street. Ninety suspects were arrested, and more than 1,766 suspects surrendered to the court through the Section's "Failure to Appear" downtown warrant office.

Property crimes led the list of warrants cleared, with 1,812 arrests during the year. More than 454 fugitives wanted on aggravated assault crimes were arrested, and arrests were made of 697 suspects wanted on drug charges. Domestic violence accounted for 486 arrests, and the Warrants Section arrested 162 suspects on robbery charges. The Section arrested 281 suspects on sex crimes charges, 61 suspects on firearms charges and 38 suspects on homicide charges.

In March 2010, the Warrants Section established a partnership with Indystar.com to provide the news website with mug shots of wanted individuals. The innovative partnership resulted in the arrest of 1,178 suspects on various charges. The Warrants Section also partnered with the Indianapolis Violence Reduction partnership, which is comprised of representatives of

IMPD, the U.S. Marshal Service, the Bureau of Alcohol, Tobacco and Firearms, Indiana State Parole units and County Probation and community corrections officers.

The Warrants Section continued its participation in separate warrants sweeps during 2010 that resulted in numerous arrests, as well as new intelligence gathered about major crimes and patterns of crimes.

The **Support Services Section** of the Law Enforcement Division has a two-fold mission. The Section tracks the more than 3,000 sex and violent offenders listed on the county's Sex & Violent Offender Registry, and it oversees the growing and active Reserve Deputy Program.

During 2010, the Unit conducted more than 7,251 field visits, which included arrests, compliancy checks, and witness forms. The SOR Unit made almost 6,013 updates to hard files and more than 29,382 updates to OffenderWatch, which can be accessed by visiting the MCSD's site at [www.indy.gov](http://www.indy.gov). The Unit filed 86 warrants and made a total of 86 arrests on its own warrants. The Unit



made nearly 273 arrest assists and more than 886 warrant assists.

The Section started 2010 with 29 Reserve Deputies and ended the year with 41 Reserve Deputies, an increase in staffing of more than 70 percent. The Section's Reserve Deputies donated an astounding 24,663 hours to the Department during 2010, with each of the Reserve Deputies volunteering an average of nearly 45 hours per month during the year.

It is estimated that the Reserve Deputies, who are paid \$5 a year for their service, saved Marion County taxpayers more than \$715,227 in 2010.

All volunteers, the Reserve Deputies are fully certified law enforcement officers who preserve the finest tradition of citizen service. The Reserve Deputies, who come from a wide range of personal and professional backgrounds, are some of the best-trained, most capable and best-utilized reserve officers of any department in the nation.

# In Memoriam



**Major Paul Ernst**  
March 21, 1992



**Dep. Jason Baker**  
September 17, 2001



**Dep. Kay Carolyn Gregory**  
May 10, 2002



**Lt. Thurman Sharp**  
December 25, 1988



**Dep. Terry Baker**  
January 2, 1981



**Dep. Gerald Morris**  
January 2, 1981



**Lt. Robert Atwell**  
November 7, 1972



**Dep. Floyd Settles**  
February 24, 1972



**Lt. James Wingate**  
June 13, 1970

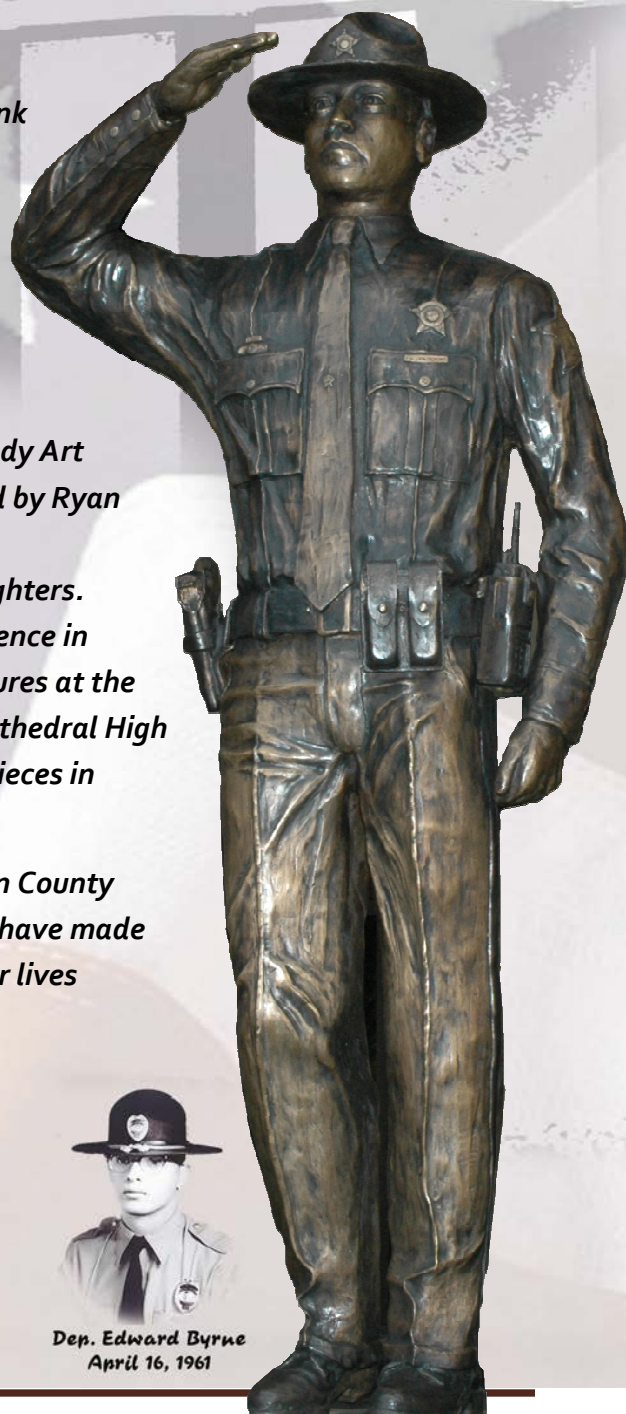


**Dep. Edward Byrne**  
April 16, 1961

*On September 11, 2010, Sheriff Frank J. Anderson and the Marion County Sheriff's Department dedicated a memorial statue to honor the memory of Deputies who lost their lives in the line of duty.*

*The statue was crafted locally by Indy Art Forge, which is owned and operated by Ryan Feeney and Clyde Pennington, two Indianapolis Fire Department firefighters. Indy Art Forge has extensive experience in monument design, including sculptures at the Children's Guardian's Home and Cathedral High School, as well as other public art pieces in Central Indiana.*

*In the 177-year history of the Marion County Sheriff's Department, ten deputies have made the ultimate sacrifice and gave their lives protecting their community.*





# Command Staff

## Executive Division

**Sheriff Frank J. Anderson**

**Chief Deputy**  
**Gary Tingle**

**Executive Officer**  
**Colonel John R. Layton**

**Deputy Chief**  
**Eva Talley-Sanders**  
*Division Commander*

Captain William Woollen  
*Asst. Division Commander*

Captain Donald VanCleave  
*Asst. Division Commander*

## Administration Division

**Executive Director**  
**Louis Dezelan**  
*Division Commander*

Major Emil Daggy  
*Asst. Division Commander*

Major Scott Mellinger  
*Director of Training*

Captain James O. Wyatt  
*Asst. Director of Training*

Ron Meadows  
*Director of Planning & Research*

Doug King  
*Chief Finance Officer*

Angie Grider  
*Director of Human Resources*

Chaplain Michael Woolley  
*Senior Chaplain*

Heidi Marshall  
*Accreditation Manager*

## Civil Division

**Deputy Chief**  
**William Gigerich**  
*Division Commander*

Captain Norman Buckner  
*Civil Service Commander*

Captain Deborah Sullivan  
*Public Services Commander*

## Jail Division

**Deputy Chief**  
**Michael Turner**  
*Division Commander*

Major Royce Cole  
*Asst. Division Cmdr.*

Major Byron Grandy  
*APC Cmdr.*

Captain John Shaw  
*Asst. Cmdr. Jail Operations*

Captain Willard Mosley  
*Asst. Cmdr. Jail Operations*

Captain David Wilks  
*Asst. Cmdr. Court/Transportation*

Captain Melissa Hiner  
*Asst. Cmdr. APC Operations*

Captain Andrea Morgan  
*Asst. Cmdr. Inmate Management*

Captain Natalie Southwood  
*Asst. Cmdr. Medical Services*

Captain Jerold Schemenaur  
*Asst. Cmdr APC Operations*

## Communications Division

**Deputy Chief**  
**Joseph McAtee**  
*Division Commander*

Major Mark Robinett  
*Asst. Division Commander*

Jan Matthews  
*PSAP Manager*

## Criminal Division

**Deputy Chief**  
**Christian White**  
*Division Commander*

Major Hank Bosworth  
*Asst. Division Cmdr.*

Major Byron Grandy  
*APC Cmdr.*

Major Herman Humbles  
*Section Cmdr. Warrants*

Captain Vicki Romeril  
*Asst. Cmdr. Court Security*

Captain Jack Geilker  
*Asst. Cmdr. Warrants*

Captain Reginald Roney  
*Asst. Cmdr. Warrants*

Captain Michael Hubbs  
*Asst. Cmdr. Support Services*

Captain Bob Smith  
*Asst. Cmdr. Support Services*



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